# Barre Agency of Human Services Reach-up Redesign Plan September 17, 2006

#### AHS Theme

**Supporting People through Transition** 

### **State Outcomes**

Pregnant Women & Young Children Thrive Children Live in Stable, Supported Families Adults Lead Healthy & Productive Lives

### Reach-up Redesign Mission

Supporting families participating in the Reach-up Program to become economically self-sufficient

## **Goal**

Within existing resources, design, implement & evaluate strategies to increase the district's "work participation rate"

Current Data as of the end of August 2006 = 23.5% work participation for all families (n=447 with 72 meeting work participation requirements)

Federal requirement by \_\_\_\_ = 50%

District Target for January 1, 2007 = 30%

District Target for June 30, 2007 = 35%

<u>Team Members</u>: Susan Viens (ESD), Brandy Todd (Have Justice Will Travel), Stefani Crouse (Wellness on Wheels – CVCAC), Gayle Holter (Battered Women's Services & Shelter), David Rubin (CVCAC), Karen Blake-Orne (VR), Roberta Mayers (ESD), Denise Beasley (VT State Housing), Monica Bettis (VT Adult Learning), Marcia Guyette (ESD), Sarah Munro (citizen), Kristen Mullins (Northern New England Tradeswomen), Cheryl Reed (ESD), Liz Reardon (Office of Health Access), Ginger Potwin (Woodbury College), Sue Ciappara (Peer Navigator), Eric Peterson (Work Investment Board), Lee Lauber (Family Center of Washington County), Roberta Garland (Community College of VT), Jackie Johnson (VT Adult Learning)

**Team Leaders: Craig Comstock (ESD) & Don Mandelkorn (AHS)** 

Please note that items listed in "bold" are those items we intend to work on during FY 07

State Redesign Team web site: www.path.state.vt.us/DCF/ESD/RUredesign\_inter/RUredesign\_home.htm

External Strategies	Resources Needed	Responsible Parties
<ol> <li>Increase participant enrollment at the Barre Tech Center</li> <li>Disseminate current Barre Tech Center class schedules thru case manager network &amp; economic services division</li> <li>Partner with Making It Work and Family Literacy to add soft skills curricula to increase hours &amp; overcome individual and system barriers preventing Reach-up participant success</li> <li>Develop a Memo of Understanding between the Barre Tech Center and Reach-up that outlines action steps when a participant is struggling</li> <li>Enroll "x" (to be determined) participants in fall 2006 Office Worker Training Program – develop participant orientation sessions including Barre Tech Center tours</li> </ol>	no new resources needed	Craig Comstock, Eric Peterson & Bob Phillips

Increase by 3 to 5 participants by June 30, 2007		
<ul> <li>2. Replace the Foodbank worksite</li> <li>A. Solicit input from internal and external case managers</li> <li>B. Select new group work site based on their input</li> <li>Create site to include 15 participants</li> </ul>	\$25,875 for FY 07 \$34,500 for FY 08	Don Mandelkorn, Craig Comstock & work site representative
<ul> <li>3. Expand Voc Rehab's capacity for Job Coach</li> <li>A. Define needs for job coaching</li> <li>B. Increase VR's role to include job coaching for non-VR RUFA participants</li> <li>C. Propose specific implementation strategies by January 1, 2007</li> </ul>	\$10,545.60 in FY 07 \$14,060.80 in FY 08	Craig Comstock, Cheryl Reed, Carol Leech & Karen Blake- Orne
<ul> <li>4. Maximize soft skill training at "Making It Work" and increasing their hours locally</li> <li>A. Support plans to move to larger quarters</li> <li>B. Change program participant hours to 20 hours per week for 2 weeks</li> <li>Increase participants by 13 by January 1, 2007 (same number of participants already in MIW, but goal is to have MIW increase hours so that participation will meet work participation expectations</li> </ul>	No new resources needed	Roberta Mayers & Gina Stenson

5.	Maximize the use of categorical and flexible funding to eliminate financial barriers  A. Set up process to access AHS flex funds B. Maximize use of ESD support funds C. Expand pool of local flexible fund opportunities		
6.	<ul> <li>Design a process to engage landlords/tenants in mediation to avoid eviction</li> <li>A. Through the Continuum of Care team, support opportunities for discussion amongst housing advocates, landlords and human services professionals regarding concept</li> <li>B. Seek consultation to determine whether concept runs contrary to existing statutes</li> <li>C. Create small pilot effort</li> <li>D. Assess effectiveness of reducing rate of eviction</li> </ul>	no new resources needed	Continuum of Care Committee (Craig Comstock & Don Mandelkorn are members), Susan Wells, current continuum care chair
7.	<ul> <li>A. Working with landlord associations, define scope of rent guarantee effort</li> <li>B. Consider case management/home visiting as a component</li> <li>C. Assess how best to take full advantage of the Shelter Plus Care program</li> <li>D. Examine state liability of establishing rent guarantees</li> </ul>		

<ul> <li>8. Build relationships with employers and ability to increase subsidized employment options</li> <li>A. Encourage employers to identify skill shortages to help with program development</li> <li>B. Collaborate with existing business/human service partnerships, such as WIB</li> </ul>		
9. Expand "Ready to Go" transportation services by ½ van  Increase participants by 8 to 10 by June 30, 2007	\$20,624.99 in FY 07 \$27,500 in FY 08	Craig Comstock, Roberta Mayers & Mike Muzzy
<ul> <li>10. Work to enhance the range of child care options such as 2<sup>nd</sup> shift, on-site, infant care, short term or "one-shot" needs, and special "carved-out" slots</li> <li>A. Assess full range of participants' needs for flexible child care</li> <li>B. Determine strategies to meet needs</li> </ul>		
<ul> <li>11. Develop a "match.com"-type web site highlighting participant skills, experience, strengths and interests for use by potential employers through restricted access</li> <li>A. Develop permissions and "boilerplate"</li> <li>B. Create restricted access</li> <li>C. Find appropriate "place" for web site</li> </ul>	no new resources needed	Don Mandelkorn & ESD Information Technology staff

12. Modify/amend Voc Rehab contract  A. VR case managers will perform initial assessments B. All RUFA referrals go to general VR caseload who would be responsible for the following:  • after additional assessment is completed decide to keep on general caseload  • refer to VR aide to apply/appeal social security decisions  • involve VR reach-up for more intensive "pre-ready to work"	no new resources needed	Craig Comstock, Cheryl Reed, Carol Leech & Karen Blake- Orne
<ul> <li>13. Pilot an incentive-based contract with one of the Reach-up providers</li> <li>A. Create a mutually agreeable measurable outcome</li> <li>B. Assess success of shift in contract principles to assure that needs of contractor, contractee and, most importantly, reach-up participants are met</li> </ul>		
<ul> <li>14. Create Reach-up coordinator to be based in ESD office providing support services to Reach-up participants, such as:</li> <li>A. Transportation coordination</li> <li>B. Development of community service placements</li> <li>C. Data entry</li> <li>D. Reach-up redesign coordination</li> </ul>	\$11,700 for FY 07 \$15,600 for FY 08	Craig Comstock

Internal Strategies	Resources Needed	Responsible Parties
<ol> <li>Modify deferment practice</li> <li>A. Strategy to work with participant who is eligible for deferment to assess what activities they might be able to perform to avoid stagnancy during deferment phase</li> </ol>	no new resources needed	Roberta Mayers
<ul> <li>2. Implement group sanction meetings</li> <li>A. Participants in a 3 month sanction status will be referred to a group meeting conducted by ESD supervisory staff held on the 1<sup>st</sup> and 7<sup>th</sup> of the month</li> <li>B. The session will be focused on assisting participants facing their 4<sup>th</sup> month of sanctioning self assess their situation and redefine the supports they might need to be successful</li> </ul>	no new resources needed	Cheryl Reed & Roberta Mayers
<ul> <li>3. Economic Services staff &amp; contracted case management staff enter employment information into ACCESS system before verification and return to ACCESS when verified</li> <li>A. State needs to address verification capabilities</li> <li>B. State losing data on people already working but not being counted as such</li> </ul>	no new resources needed	Cheryl Reed & Roberta Mayers

4.	Coordinate with the Office of VT Health Access Care Coordination Team in Barre to examine medical deferments – potential that the care coordination team might be assigned thru OVHA to work with same individual		
5.	Create opportunities for case management staff (internal and external) to participate in specialized training and learning opportunities in topical areas such as post traumatic stress disorder, mental health disorders, among others	resource needs under review	Craig Comstock
6.	Examine out-posting for delivery of case management services	resource needs under review	Craig Comstock & Roberta Mayers
Reco	mmendations to the State Reach-up Design Team		
_	Reduce or eliminate phases		
2.	Eliminate the deferment for participants with children between ages 12 and 24 months (allowed by VT but discounted by federal government)		
3.	Extend child care benefits at 100% subsidy after participants begin working		
4.	Move post secondary education participants to countable activities		
5.	Pursue federal tax credit/incentives for employers		
6.	Develop state incentives for employers		
7.	Develop positive incentives for participants using "disregards" during first three months		
8.	Resources for subsidized job placements		
9.	Create additional flexibility for Reach-up support services		
10	. Close the gap between subsidized and market rates for child care		
Revise	ed		

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